



2021 Leadership Webinar Series

New Jersey Hospital Association

EDU 2111W | \$169 per person | https://njha.medpower.org/visitor_catalog_class/show/639381

Overview: This is a five-part series of educational webinars, developed with and for hospital and health system leaders and clinicians. The series will include five areas that leaders and clinicians should be looking at in 2021 as healthcare moves past the first year of COVID-19.

Topics will include: Telemedicine and hospital at home; diversity and inclusion; supply chain and materials management; and working as teams and culture.

Target Audience: Hospital and healthcare system senior leadership, clinical leadership and other healthcare leaders.

SESSION 1 | APRIL 29, 2021 | NOON TO 1 P.M.

Telemedicine Post COVID-19, Hospital at Home and Expansion of Technology

FACULTY – DANIEL KRAFT, MD

COVID-19 has served as a catalyst across healthcare innovation and delivery. The pandemic has accelerated the digitization and virtualization of healthcare from telemedicine to remote patient monitoring, with long term implications for more continuous, proactive, personalized, anytime, anywhere health and medicine, increasingly moving from the hospital to the home. In this activity, Dr. Kraft, will explore what's emerging and coming next in prevention, diagnostics and therapy and its implications for hospital systems and providers.

Learning Objectives

- Explain several of the major shifts that have been accelerated in the context of the COVID-19 pandemic and their implications for the future of health and medicine
- Explore how the pandemic has enabled new forms of diagnostics and therapy that will have impact beyond infectious diseases
- Examine how big data, AI and new forms of collaboration have accelerated our understanding of COVID-19, and our ability to respond to and prevent future pandemics.

Learner Outcome

Participants will be able to list two major shifts that have been accelerated in the context of the COVID-19 pandemic and their implications for the future of health and medicine.



Daniel Kraft, MD, is a Stanford and Harvard trained physician-scientist, inventor, entrepreneur and innovator.

With more than 25 years of experience in clinical practice, biomedical research and healthcare innovation, Kraft has chaired the Medicine for Singularity University since its inception in 2008 and is the founder and chair of Exponential Medicine, a program that explores convergent, rapidly developing technologies and their potential in biomedicine and healthcare.

Dr. Kraft has multiple scientific publications and medical device, immunology and stem cell related patents through faculty positions with Stanford University School of Medicine and as clinical faculty for the pediatric bone marrow transplantation service at University of California San Francisco.

SESSION 2 | JUNE 3, 2021 | NOON TO 1 P.M.

Diversity and Inclusion

FACULTY – KIM BLUE, MSOP, SHRM-CP

This activity will provide moderated Q&A with Kim Blue, an executive within the Zoom organization who leads the company's worldwide team of HR business partners. She has extensive experience in leading diversity and inclusion initiatives that have provided her the collective understanding that inclusion allows for all perspectives to have a place at the table. With keen insights and a strategic perspective Blue will share data on diversity and inclusion so providers will be aware of variations in care and employment based on biases, including race, ethnicity, religion, sexual orientation or economic means. She will help identify biases and share ways to bring awareness to provide care customized to the needs of each patient.

Learning Objectives

- Examine intentional inclusion and strategies for change in mental, engagement and operating models as nurses care to reach all patients regardless of race, ethnicity, religion, sexual orientation or economic means.
- Discover why mindset matters using key components of a growth mindset, including moving below the surface level of your mindset to get uncomfortable to assure all patients receive care
- Outline approaches to be more aware of diversity as you recruit and mentor healthcare providers and leaders
- Investigate what it looks like to bring your full authentic self to work every day to assure your treatments and offerings to patients and staff are consistent regardless of any perceived or hidden biases.

Learner Outcome

Participants will be able to list two approaches to be more aware of diversity as you recruit and mentor healthcare providers and leaders.



Kim Blue uses her insights and a strategic perspective, to help people align their passions, talents and values

for success. She has created and executed organizational blueprints for top-flight organizations including ESPN and Microsoft. She joined Zoom as the Global Head of People Experience Partners in 2020 where she leads the company's worldwide team of HR business partners.

She has earned a reputation as a trusted adviser who is able to motivate leaders to embrace growth, change, diversity and inclusion to improve themselves and their organizations. Leading Diversity and Inclusion efforts at some of today's top brands, she built a collective understanding that inclusion allows for all perspectives to have a place at the table that is not conditioned by agreement or being like-minded. She believes when diversity and inclusion are part of the culture of any organization, there is the opportunity for them to step beyond the shore of diversity and really explore the ocean that is inclusion. She is a graduate of East Carolina University and Queens University of Charlotte.

SESSION 3 | JUNE 17, 2021 | NOON TO 1 P.M.

Supply Chain Excellence in the Post-Pandemic World

FACULTY – MARK GRABAN, MSME, MBA

It's time for hospitals to put more focus and attention on supply chains and materials management. It might seem like a mundane topic, but supply chain excellence can co-exist with (and support) the clinical excellence and patient experience goals that all hospitals strive for. In this talk, supply chain expert Mark Graban will share lessons and best practices from his experience with a world-class supply chain in the computer industry and also from leading health systems. He will explore proven ideas and methods that can help us all better prepare for the next pandemic, or the next unexpected or surprising event, that we'll face.

Learning Objectives

- Review the role of proper inventory planning to assure critical needed supplies such as PPE, ventilators and medications are available to meet healthcare needs
- Compare the impact of supply chain design decisions on daily operations – in normal times and during a pandemic – with a focus on the critical need of the healthcare industry and its impact on patient care and safety
- Examine effective methods for managing materials that reduce stockouts and reduce the required labor burden so patients and staff have mission critical supplies when needed
- Employ strategies to better prepare, in times of need, patients and staff to have the proper supplies available or sound protocols in place for appropriate access to substitutes.

Learner Outcome

Participants will be able to list two strategies to better prepare, in times of need, patients and staff to have the proper supplies available or sound protocols in place for appropriate access to substitutes.



Mark Graban is an internationally-recognized consultant, published author, professional speaker and blogger. He builds on a deep education in engineering and management with practical experience working with executives and frontline employees in multiple industries to synthesize and practice methods including Lean management, continuous improvement, statistical methods, and people-centered leadership approaches.

Graban humbly helps others learn how to improve and sustain performance. In his health-care work, this means improving the quality of care and patient safety, while also reducing cost and improving the workplace experience. Across multiple sectors, goals also include improving the patient experience, to help the development of leaders and employees and to build stronger, more adaptive organizations for the long term. He also consults part-time as a senior advisor for health-care clients with the firm Value Capture. His latest book, *Measures of Success: React Less, Lead Better, Improve More*, a management book about using simple, yet practical statistical methods that help leaders at all levels overreact less to their metrics, which frees up time for real, focused sustainable improvement. He also authored, *Lean Hospitals: Improving Quality, Patient Safety, and Employee Engagement*, and co-authored, *Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements*.

Graban earned a Bachelor of Science in Industrial Engineering from Northwestern University as well as a Master of Science in Mechanical Engineering and an MBA as a Fellow in the MIT Sloan Leaders for Global Operations Program.

SESSION 4 | JULY 15, 2021 | NOON TO 1 P.M.

The Emotional Impact of Covid-19; Leading Your Team and Culture Past the Collective COVID PTSD to an Emotionally Healthy Workplace

FACULTY – NICOLE LIPKIN, PSY-D, MBA

2020 highlighted our individual and collective strengths and weaknesses and we learned that our mental and physical capacity is great. We also learned that more than ever, we need workplace cultures and leadership that are supportive, agile and responsive to developing and strengthening the emotional wellbeing of its employees who care for patients. In this activity, learn how to shift to leadership behaviors and practices that help increase organizational and individual resilience and emotional sustainability to move away from the collective post COVID PTSD experience to one of deeper capacity, connection and organizational strength.

Learning Objectives

- Incorporate the practices of mental agility to enhance individual and organizational resilience
- Outline tools to counteract prolonged stress reactions and enhance emotional wellness in the workplace
- Outline approaches to counteract biased and flawed thinking that interferes with emotionally healthy practices and cultures in the healthcare environment.

Learner Outcome

Participants will be able to list two approaches to counteract biased and flawed thinking that interferes with emotionally healthy practices and cultures in the healthcare environment.



Dr. Nicole Lipkin is an internationally recognized leadership expert, business psychologist, speaker and author of two popular business books, *What Keeps Leaders Up at Night: Recognizing and Resolving Your Most Troubling Management Issues* and *Y in the Workplace: Managing the “Me First” Generation*. As a business psychologist, her goal is to help companies develop resonant, powerful and masterful leaders.

Combining the science of human behavior with practical approaches to business and leadership, Dr. Lipkin has been helping leaders transform their approach and their cultures for the past 15-years. After years in corporate America developing and implementing leadership programming and training, Dr. Lipkin founded Equilibria Leadership Consulting in 2007, and an international firm based in the U.S. focused on helping companies, leaders and teams improve management and leadership skills, strengthen the leadership pipeline and develop behaviors and practices that help increase organizational resilience and sustainability. Dr. Lipkin is a regular contributor to the broadcast community and has been featured on NPR, NBC, CBS, Fox Business News, Forbes.com, Entrepreneur.com, BusinessInsider.com, New York Times Magazine and numerous other media outlets both nationally and internationally.

She has a Doctorate in clinical psychology, Master of Business Administration and Master of Criminal Justice. She is a faculty member at the industry-leading Center for Creative Leadership and is also a board-certified executive coach.

SESSION 5 | AUGUST 19, 2021 | NOON TO 1 P.M.

A Path Forward: Thriving in Rural Health Care after COVID-19

FACULTY – BENJAMIN ANDERSON, MBA, MHCDS

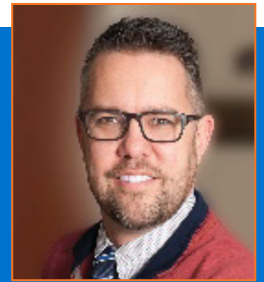
Tying community engagement to diversity and health equity, Anderson explores true stories of the amazing resiliency of rural communities amidst the formidable challenges of a pandemic. He will share the lessons learned through many interviews with rural health leaders and patients through the successful development of a post COVID-19, nationally-released toolkit and playbook, *Re-Imagining Leadership: A Pathway for Rural Health to Thrive in a COVID-19 World*, created in partnership with the Farley Health Policy Center. His empathetic and informative message will inspire and empower health leaders across the United States to align their efforts into inclusive coordinated strategies, leading to healthier care staff, patients and communities.

Learning Objectives

- Examine health disparities between rural and urban Americans
- Explore ways to address nine common challenge areas in rural health care delivery systems in the United States
- Outline an approach for developing an effective and collaborative rural health equity strategy
- Examine a six-question tool to equip rural health leaders to advance health equity in their communities while ensuring the vitality of their organizations.

Learner Outcome

Participants will be able to list common challenge areas in rural healthcare delivery systems in the United States.



Benjamin Anderson is vice president for Rural Health and Hospitals at the Colorado Hospital Association. In his role, Anderson provides leadership and direction in the development and execution of the Association's rural strategies, advocates on behalf of rural hospitals and health systems and works to develop strategic partnerships with organizations that affect the health of rural Americans. Prior to joining CHA, Anderson served as CEO of Kearny County Hospital, a comprehensive rural healthcare delivery complex in Lakin, Kansas that serves patients of 30 nationalities within a 180-mile radius.

Anderson is a recognized leader in transforming rural healthcare through a mission-driven approach to recruiting physicians to underserved areas, tying together domestic and international service. Kearny County Hospital is now at the forefront of innovations in healthcare delivery to improve care to underserved U.S. populations and his work was recently recognized on CBS Sunday Morning and in *POLITICO* and Sports Illustrated.

He was named to Becker's Hospital Review's Rising Star list of healthcare leaders under 40 and one of Modern Healthcare's 2014 Up and Comers. Anderson earned a Bachelor of Arts in English and a Master of Business Administration from Drury University in Springfield, Missouri and a Master of Health Care Delivery Science degree from the Tuck School of Business at Dartmouth College in Hanover, New Hampshire.

ACCREDITED CONTINUING EDUCATION. ACCREDITATION STATEMENT.

Disclosure of Conflicts of Interest

HRET requires faculty, instructors, authors, planners, directors, managers, reviewers and other individuals who are in a position to control the content of this activity to disclose all real or apparent conflicts of interest they may have with ineligible companies. An ineligible entity is any organization whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients. All relevant conflicts of interest are identified and mitigated prior to initiation of the planning phase for an activity.

HRET has mitigated and disclosed to learners all relevant conflicts of interest disclosed by staff, planners, faculty/authors, peer reviewers, or others in control of content for this activity. Disclosure of a relationship is not intended to suggest or condone bias in any presentation but is made to provide participants with information that might be of potential importance to their evaluation of a presentation or activity. Disclosure information for faculty, authors, course directors, planners, peer reviewers, and/or relevant staff is provided with this activity.

The **faculty, Daniel Kraft, MD; Kim Blue, MSOP, SHRM-CP; Mark Graban, MSME, MBA; Nicole Lipkin, PSY-D, MBA; and Benjamin Anderson, MBA, MHCDS**, reported no relevant financial relationships or relationships they have with ineligible companies of any amount during the past 24 months.

The **directors, planners, managers and reviewers** reported the following financial relationships they have with any ineligible company of any amount during the past 24 months:

Name of Planner/Manager	Reported Financial Relationship
Sandy Cayo, DNP FNP-BC	Nothing to Disclose
Nancy Winter, MSN, RN, NE-BC	Nothing to Disclose
Holly M. Hampe, DSc., RN, MHA, MRM, CPHQ	Nothing to Disclose
Dee Morgillo, MEd, MT(ASCP), CHCP	Nothing to Disclose

Continuing Education Credits

Medical Society of New Jersey Accreditation Statement

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Medical Society of New Jersey (MSNJ) and the Health Research and Educational Trust of New Jersey (HRET). HRET is accredited by the Medical Society of New Jersey to provide continuing medical education for physicians.

HRET designates this live activity for **1.0 AMA PRA Category 1 Credits™** for each webinar attended. Physicians should claim only the credits commensurate with the extent of their participation in the activity.

New Jersey State Nurses Association Accreditation Statement

This activity has been planned and implemented in accordance with the Essential Areas and policies of the American Nurses Credentialing Center's Commission on Accreditation and New Jersey State Nurses Association through the Health Research and Educational Trust of New Jersey (HRET).

HRET is approved as a provider of nursing continuing professional development by *New Jersey State Nurses Association*, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Provisional Provider Number P131-3/2022.

This activity provides **1.0** nursing contact hours for each webinar attended.

There are no conflicts of interest, sponsorship or financial/commercial support being supplied for this activity. Accredited status does not imply endorsement by the provider or American Nurses Credentialing Center's Commission on Accreditation of any commercial products displayed in conjunction with an activity.

Nursing Home Administrators Licensing Board Statement

This continuing education program is sponsored/conducted by the Health Research and Educational Trust and is in compliance with N.J.A.C. 8:34-7.3 to provide licensed nursing home administrator (LNHA) and certified assisted living administrator (CALA) credits accepted by the Nursing Home Administrators Licensing Board. This education activity may only be used for continuing education credit and not to meet academic college credits.

This education activity has been approved for **1.0** LNHA/CALA credits for each webinar attended.

American College of Healthcare Executives

As an independent chartered Chapter of the American College of Healthcare Executives, the ACHE-NJ is authorized to award **1.0** hours for each webinar attended of ACHE Qualified Education credit toward advancement or recertification in the American College of Healthcare Executives.

Participants in this program who wish to have it considered for ACHE Qualified Education credit should list their attendance when they apply to the American College of Healthcare Executive for advancement or recertification.